3M

Convenience Store Intercom System

Model C5000

Operating Instructions

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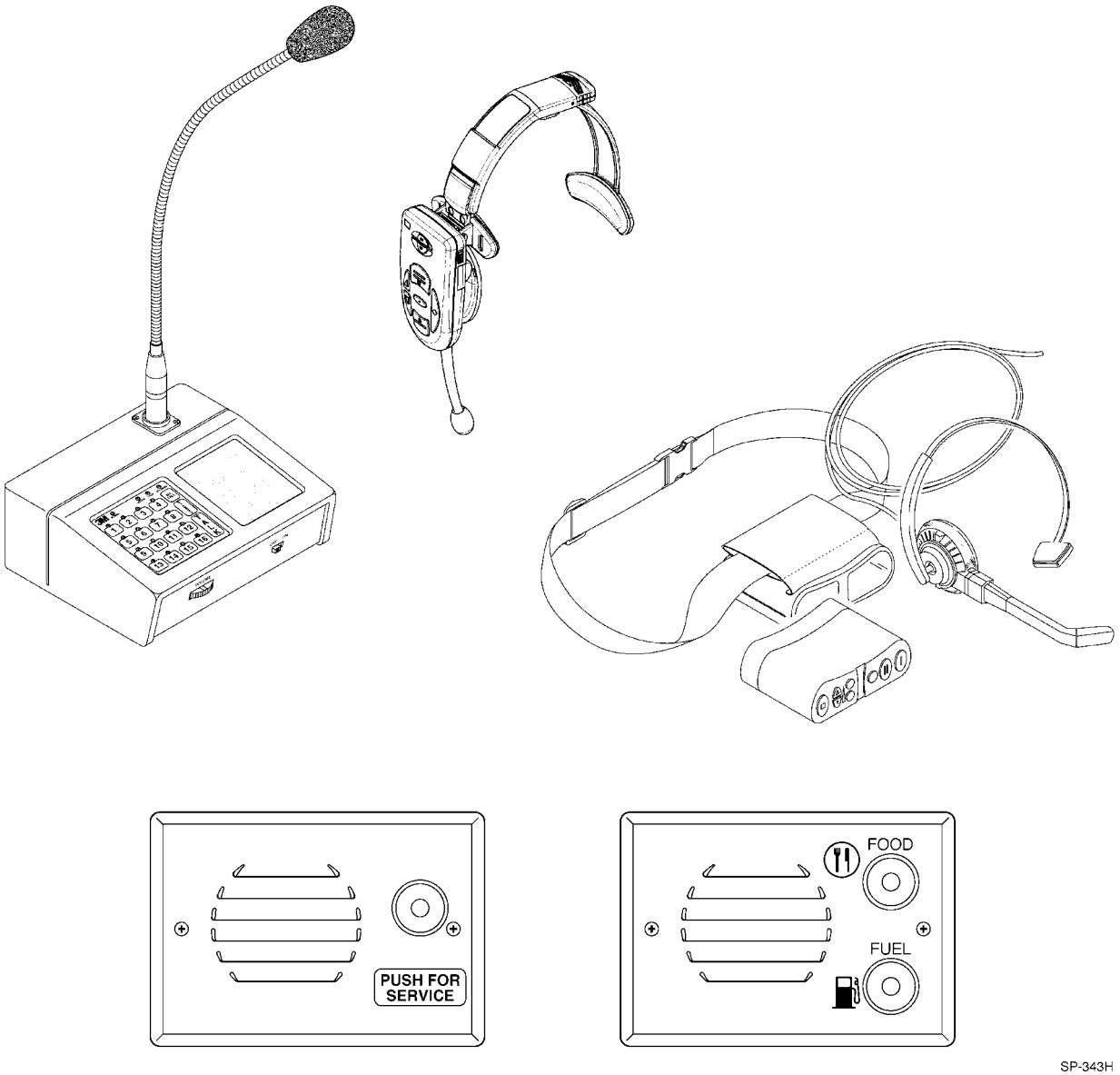

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Intended Use

The 3M™ Convenience Store Intercom System, Model C5000, is designed to provide 2-way audio communication in quick service drive-through restaurants and convenience stores.

FCC Information

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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Introduction

The 3M™ Convenience Store Intercom System, Model C5000, enables store personnel to communicate with customers calling in from Call Stations at up to 16 pumps or other remote locations.

The system arranges incoming calls in a first-come first-served order. The operator can also choose to talk to any customer at any Call Station at any time.

Operators using wireless headsets or belt packs can also talk to each other using the paging feature.

During peak hours, pushing the FUEL button on the Call Station sends a call to a fuel operator. Pushing the FOOD button sends a call to a food operator. During non-peak hours, pushing either button sends a call to the operator on duty (if this option is installed and selected).

System Components

Operators use Station Selectors, headsets, belt packs, or a combination of these components to communicate with customers.

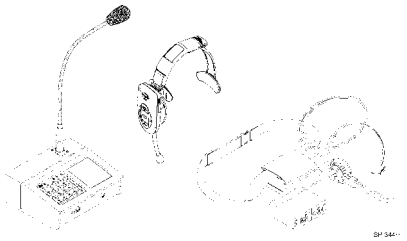

Figure 1. Station Selector, Headset, and Belt Pack

Customers use Call Stations at the pumps to communicate with operators.

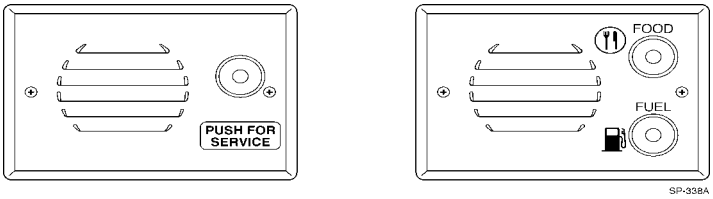

Figure 2. One-Button and Two-Button 3M™ Call Stations

Operating Modes

The system can be operated from the Station Selector(s), the headset(s), or the belt pack(s).

STANDBY Mode

In the STANDBY mode, the Station Selector, headset, or belt pack is on and waiting to receive a call from a customer or other operators.

TALK/LISTEN Mode

Use the TALK/LISTEN mode to talk or listen to the customer.

ALL CALL Mode

Use this mode to talk to all Call Stations at the same time.

PAGE Mode

Use this mode from the headset or belt pack to talk to other operators without the customer hearing the conversation.

Call Merge

Use the Call Merge switch to control who receives incoming calls. The Call Merge Switch (not shown) is a single-pole, single-throw switch. NORMAL position is open; MERGE position is closed. Slide the button to MERGE to send all calls to the on-duty operator during off-peak hours. Slide the button to NORMAL to direct FOOD calls to FOOD operators and FUEL calls to FUEL operators during peak hours.

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Station Selector

The Station Selector controls are shown below.

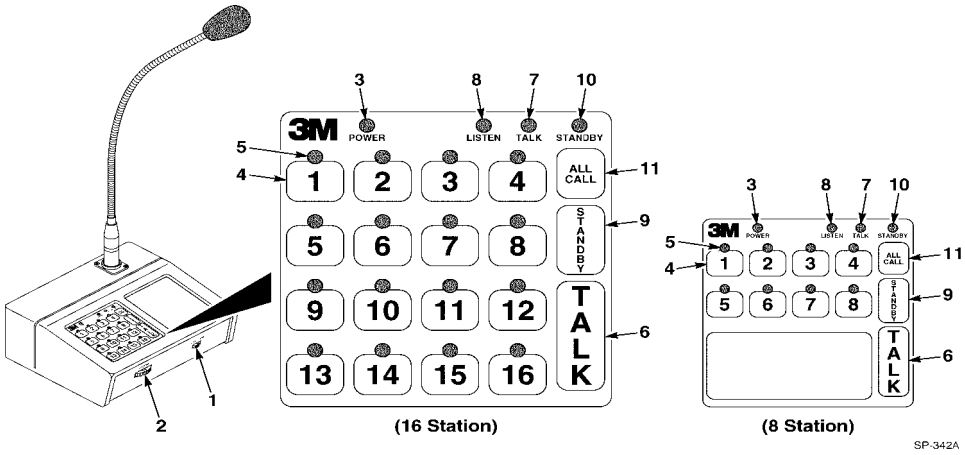

Figure 3. Station Selector, Controls, and Indicators

1 POWER Switch ON turns on the Station Selector; OFF turns it off.

✓ Note

The remotely located communications controller and the Station Selector are designed to be left on. Notify your system administrator or manager if the Station Selector power switch is off and turning it on does not illuminate the power indicator light.

2 VOLUME Control Turn to increase; or decrease the volume in the Station Selector speaker.

3 POWER Indicator Lights to indicate the Station Selector power is on.

4 Station Selector Keys Press to initiate or answer a call to a specific Call Station.

(Station Selectors come in either 16-station or 8-station units.)

5 Call Indicators 1 through 16 (amber) Lights in amber to indicate call status:

Flashing Light = A call is waiting to be answered.

Light Steady On = Call has been answered and connection is established to the customer

6 TALK Key Press to connect to the calling location. Hold to talk to the customer. Release to listen.

7 TALK Indicator Lights (red) when TALK key is pressed and held to indicate the system is in talk mode. Extinguishes when the TALK key is released.

8 LISTEN Indicator Lights (green) when TALK key is released to indicate the system is in listen mode.

9 STANDBY Key Press to end a call and return the system to the standby mode.

10 STANDBY Indicator Lights to indicate the system is in standby mode.

11 ALL CALL Key Press to broadcast a call to all Call Stations at the same time.

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Operating the Station Selector

When a customer presses a Call Station button, the amber call indicator key for that Call Station (1 through 16) flashes on the Station Selector and an intermittent tone sounds.

The system arranges calls from customers in a first-come first-served order.

Responding to a Call

To answer a call from a Call Station, do the following:

1. Press and hold the TALK key to talk to the first customer in order.
   - The call indicator light stops flashing, but remains lit.
   - The red talk indicator lights.
   - The system automatically connects to the first customer.
2. Release the TALK key to listen to the customer.
   - The green listen indicator lights.
   - The call indicator remains lit.
3. When finished talking and listening to the customer, press the STANDBY key.
   - The call is disconnected and the call indicator turns off.
   - The standby indicator lights.
4. If other call indicators are lit, repeat Steps 1 through 3 to answer each call in order.

To override the call order, press the Station Selector number key for the desired Call Station. The Station Selector enters LISTEN mode for the selected Call Station. Perform TALK, LISTEN and disconnect functions as described in Steps 2 through 4 above.

Initiating a Call

To call a specific Call Station from the Station Selector, do the following:

1. Press the selection key for the desired call station.
   - The amber call indicator for the selected Call Station lights.
   - The standby indicator light goes off.
   - The green LISTEN indicator lights.
2. Press and hold the TALK key to talk to the customer.
   - The call indicator remains lit.
   - The red talk indicator lights.
3. Release the TALK key to listen to the customer.
   - The green listen indicator lights.
   - The call indicator remains lit.
4. When finished talking and listening to the customer, press the STANDBY key.
   - The call is disconnected and the call indicator turns off.
   - The standby indicator lights.

Repeat Steps 1 through 4 to initiate another call.

✓ Note

VOX

If VOX (Voice Activated Transmission) is enabled on your system, you can speak to the customer without pressing TALK once a connection to a Call Station has been established.

Speak within two inches of the microphone to be heard clearly. Remember that conversations in the store can be heard through the open microphone and that the connection remains open until you press STANDBY to disconnect.

ALL CALL

To talk to all Call Stations at the same time, press and hold the ALL CALL key. Release the ALL CALL key when the message is completed.

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Headset and Belt Pack

The Model C960AA Headset and Model C860AA Belt Pack Intercom controls are shown below.

See the *3M™ Headset Intercom System, Model C960, Operating Instructions* and the *3M™ Belt Pack Intercom System, Model C860, Operating Instructions* for detailed information about headset and belt pack operations.

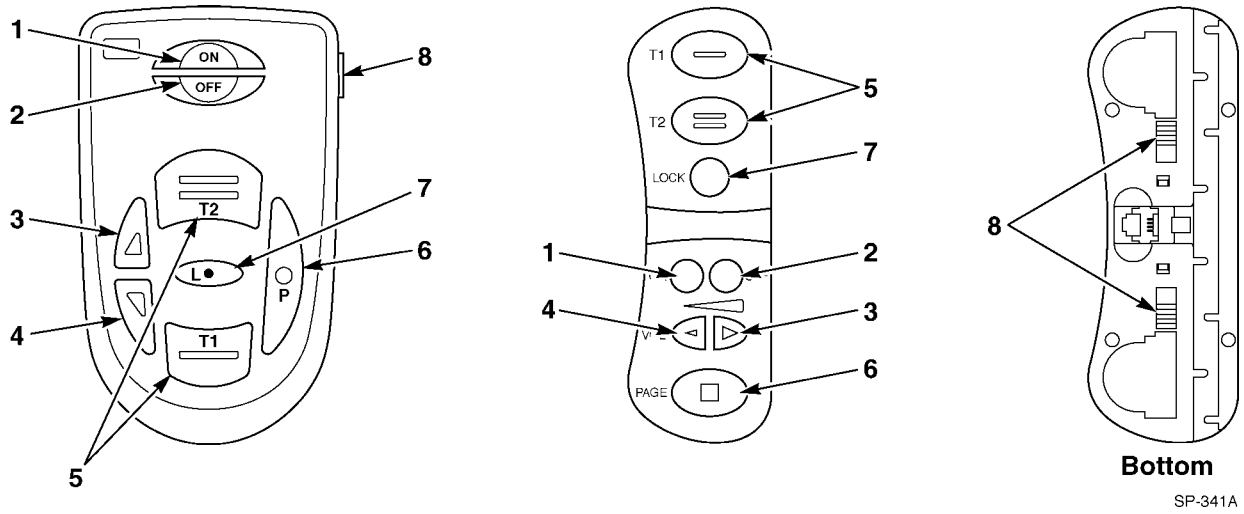

Figure 4. Headset and Belt Pack Controls

1 ON Switch

Press the ON switch to turn on the headset or belt pack.

2 OFF Switch

Press the OFF switch to turn off the headset or belt pack.

3 Volume Up ▲ Control

Press to increase the volume. There are 15 available volume levels.

4 Volume Down ▼ Control

Press to turn the volume down.

5 Talk Switches (T1 or T2)

Press either switch to connect to the calling location. Hold the switch to talk to the customer. Release the switch to listen.

✓ Note

If your location has more than one wireless system, contact your local dealer for information about Talk switch (T1 and T2) operations.

6 Page/Call Station Scan Switch

Momentarily press and release to activate the Call Station scan feature. (Also used to disconnect a Call Station and return the system to standby mode.)

Press and hold to talk to internal personnel without being heard by the customer. Release the switch to listen. (With the switch released, you can hear both customers and internal paging.)

7 TALK/Lock Switch

Not used for this application.

8 Battery Release

Push the battery release up and hold it while sliding the battery out of the housing.

✓ Note

The C860 Belt Pack operates with either 1 or 2 batteries. If 2 batteries are used, replace both at the same time.

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Operating Headsets and Belt Packs

To answer an incoming call, do the following:

1. Press and hold either TALK key (T1 or T2) to connect to the first customer in order.
   - The tone stops.
   - The amber call indicator on the Station Selector paired with the headset (if used) stops flashing, but remains lit.
2. Release the key to listen to the customer.
   - The enunciator announces the Call Station number.
   - You can then listen to the customer.

Responding to a Call

To answer an incoming call, do the following:

1. Press and hold either TALK key (T1 or T2) to talk to the first customer in order.
   - The tone stops.
   - The amber call indicator on the Station Selector paired with the headset stops flashing, but remains lit.
2. Release the key to listen to the customer. The call indicator remains lit.
3. When you are finished talking and listening to the customer, press the PAGE key (P). The call is disconnected and the call indicator turns off.
4. To respond to the next caller, repeat steps 1 through 3 to answer each call in order.

   To ignore the next call in order and talk to a customer at a specific Call Station, quickly press and release P once. The enunciator announces the numbers of each Call Station awaiting a response. When you hear the number of the desired Call Station announced:
   - Press T1 or T2 to talk to the customer.
   - Release to listen.

Initiating a Call

To initiate a call to any Call Station:

1. The system must be in STANDBY mode.
2. Momentarily press and release the PAGE (P) switch.
   - The system enters the Call Station scan mode.
   - The enunciator announces ”Select...All Call... One..Two...Three...”.
3. When the enunciator announces the number of the Call Station you want to call, press and release T1 or T2.
   - The enunciator announces “Connect One” (or the number of the Call Station you selected).
4. Press and hold T1 or T2 to talk to the customer.
5. When you are finished talking and listening to the customer, press P.
   - The Call Station is disconnected and the call indicator on the Station Selector turns off.

Repeat Steps 2 through 5 to initiate another call.

Paging

Press and hold P to talk to other operators wearing headsets or belt packs. Release when the message is completed.

Installation Instruction Note

✓ Note

Disable the TALK/LOCK feature on all headsets used with the Model C5000. See the *3M™ Headset Intercom System, Model C960, Operating Instructions* and the *3M™ Belt Pack Intercom System, Model C860, Operating Instructions* for detailed information about disabling this feature.

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